

OFFICE OF THE CITY MANAGER

LTC#

297-2012

LETTER TO COMMISSION

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Kathie G. Brooks, City Manager

DATE: November 19, 2012

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2011/12 Quarter 45

The purpose of this Letter to Commission is to communicate the results of the award winning Cleanliness Index and Assessment program from FY2011/12 Quarter 4 (July 1, 2012 to September 30, 2012).

Background

The Miami Beach Public Area Cleanliness Index is an objective measurement of performance ranging from 1.0 (Very Clean) to 6.0 (Very Dirty) and includes assessments of litter, litter/ garbage cans/dumpsters, organic material, and fecal matter. The results of the assessments are used to monitor the impacts of recently implemented initiatives to target areas for future improvements, and assure the quality of services.

During FY 2006/07, the City tightened the target for the Citywide and area-specific cleanliness indicators from 2.0 to 1.5 - the lower the score on the cleanliness index indicates a cleaner area. This target continues to be the same through FY 2007/08, FY 2008/09, FY 2009/10, FY 2010/11, and FY 2011/12. As important, the City also has a goal to ensure that 90 percent of assessments score 2.0 or better.

Summary of the Cleanliness Assessment Results FY 2011/12 Quarter 4

Overall, the citywide cleanliness index improved during FY 2011/12 Quarter 4 by 24.6% when compared to the same quarter in FY2005/06 (the first year the program was implemented) and decreased slightly when compared to the same quarter in FY2010/11 by 2.7%. In general, the City's cleanliness has steadily progressed as evidenced by the index, anecdotal information, and results of our most recent resident survey.

Positive and Improved Areas in FY 2011/12 Quarter 4

Alleys - Overall scores in alleys improved by 32.9% when compared to the same quarter in FY 2005/06, and improved 4.6% when compared to the same quarter in FY 2010/11. However, alley cleanliness rating at 1.67 remain among the poorest citywide. Illegal dumping in South Beach appears to be the issue. upgrading of cleanliness automation will provide for immediate email notification to code enforcement to allow for 24 hour response, thus permitting sanitation to address illegal dumping immediately. Decline in code division staffing has also impacted enforcement with full staffing scheduled by Quarter 2; however, every code enforcement officer is required to inspect the alleys during their shift.

- <u>Beaches</u> Scores improved by 29.3% for areas covered by Miami Beach staff and 26.7% for areas covered by MDC compared to the same quarter in FY2005/06, with a slight decline of 0.7% in MDC areas of responsibility from same quarter in FY 2011/12. Cleanliness of beaches remains a priority, with multiple departments collaborating to address prior issues. Further improvements from Miami-Dade County include the increased number of garbage cans on the beach from 150 to 215. In addition, the garbage cans were changed from 45 gallons to 70 gallons, to allow for increased usage. MDC has also increased the frequency of garbage can pick up from one (1) shift Monday through Friday, to two (2) shifts per day between February 2012 and September 2012 seven (7) days a week, with an increase in mechanical pick up from 60% to 70%.
- <u>Sidewalks and Streets</u>— Sidewalks across the Beach improved by 23.9% when compared to the same quarter in FY 2005/06, with a slight decline of 0.7% when compared to the same quarter in FY 2010/11. Streets across the Beach improved by 20.1% when compared to the same quarter in FY 2005/06, and remained steady when compared to the same quarter in FY 2010/11. Both sidewalks and streets in commercial non-entertainment and residential areas declined, most significantly in the North Beach and South Beach areas. Code Compliance will increase inspections in the North Beach area and monitor use of public garbage cans by businesses. Additionally, sanitation will adjust crew scheduling to address North Beach issues in the morning, both during the week and weekend hours.

Areas of Focus

- Parking Lots Parking lots have improved 11.9% when compared to the same quarter in FY 2005/06. Overall, scores declined by 19.6% when compared to the same quarter in FY 2010/11. Middle Beach parking lots reflect the greatest decline with a 19.6% change from the prior quarter. Primary drivers of this issue are litter on the ground, garbage cans full, and organic material. Sanitation continues to work with the waste hauler to increase service for garbage cans. Beginning October 1, two (2) full crews will service parking lots seven (7) days a week, as opposed to two (2) full crews Monday through Friday as in years past.
- Waterways Overall scores improved by 31.2% when compared to the same quarter in FY 2005/06, but this continues to be an area of focus as scores remain the poorest for all assessment areas. Waterways have deteriorated by 17.2% when compared to the same quarter in FY 2010/11. Waterways in the North Beach area reflect a deterioration of 29.8% when compared to FY 2010/11; however, improved 16.8% when compared to prior FY score. The main factor affecting the score is litter accumulation on the edge of the water and debris coming down as a result of the high tide. Code will continue to increase enforcement of waterway shoreline cleaning and sanitation will conduct an analysis of water cycles and contracted services.
- Parks- Scores deteriorated by 2.9% when compared to the same quarter in FY2010/11, with a 29.9% improvement when compared to the same quarter in FY2005/06. Parks will continue to work with sanitation to address any issues, as well as waste hauler responsibilities. OBPI will also provide training on cleanliness program to facility managers and staff.



ا المارية الكالمية ا Sessiment index Scoot Per Public Ares Carqui - 1	.5)				•			1	•
			, ,		¥,40₹		article for		
Public Area		1	02		Cr		G4		FY Score
Overall City Soore			1.5	ı			1.5		and the second
Streets			1.5				1.7		1,54
Not notuding alleys Commercial – Entertainment	1.9		1.6	1			1.74		1.54
	1.8				1.2		1.7		1.83
Commercial - Non-Entertainment Resident al	1.8		1.6		1.c		1.7		1.53 2.01
Aleys		The second line with the second							255
Sidowsiks .			2 (, ca		1.8		205
Commercial - Entertainment			1.5		THE RESERVE THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO I	e. English	1.8		
Commercial - Non-Entertainment	1.9			5	1.5		1.7	. 18	1.95
					211		1.8		≥ 8. 5
Parks		- Annual Constitution	1.5		1.5				1.SC
Parkina	TOTAL SERVICE AND ADDRESS OF THE)		
Wsterwsy									**************************************
Bezoh Areas	33405 QUANT	Land or the same	DATA TO STATE OF THE PARTY OF T	ACCUSE EXCHANGERS	THE PERSON NAMED IN COLUMN 1	_management	NAME OF TAXABLE PARTY.	- man attended to	
Mami Beach Responsibility Only	A	-	1.6			SE .	1.5	1	1.85
Mismi-Dade County Responsibility	1.5	řő	1.7	79	2.0	¥	1.9	₫	1.93
	FY05/06 FY37/38		FYDZDS . PYDDVIO [*		1711/12 1711/12		3428 8 111		
		4.	·	7	7.	1.	Sichenge from prior FV	S'ctange from base FY	
Public Area	FY Socre	FY 80078	FY 800re	FY Soore	FY 800re	FY Soore	Store prior FV	trons taken FY	,
Overall City Socre	200	1.75	1.75	1.90	1.50	1.59	0.6%	32.1%	
Streets	2.03	1.69	1.73	1.74	1.66	1.55	6.5%	31.0%	
Not including alleys	1.54	1.55	1.55	1.65	1.54	1/48	6.2%	33.8%	
Commercial - Entertainment	1.95	1.56	1.55	1.69	1.55	(SE)	7.6%	35,4%	
Commercial - Non-Entertainment	1.93	1.60	1.55	1.63	1.57	1289	4.7%	22.0%	
. Residental		1.54	1.68	1.65	1.91	1649	5.6%	40.6%	
	開始2.63 開催		1.97	1.99	1.89	1.54	2.7% -	41.3%	
Sidewalks	1002 C5	1.73	1.73	1.75	1.53	UAB	12.4%	42.1%	,
Commercial – Entertainment		1.68	1.59	1.77	1.54	UÆB	14.7%	42.7%	
Commercial - Non-Entertainment	1.95	1.75	1.79	1.77	1.63	1.57	3.6%	24.2%	
		1.75	1.77	1.71	1.59	∜੬8	12.0%	50.7 % .	
Parks	1.90	1.63	1.55	1.57	V 88	(IAE)	-3.5%	31.5%	
Parkino	221	1.27	1.95	2.00	1.51	1.75	3.4%	25.3%	
Waterway	2.59	2.09星間	10		1.70	1.95	-13.3%	32.1%	
Beach Areas		}				,			
Marti Beach Responsibility Only	1.85	1.59	1.53	1.59	((4 <u>E</u>	9.86	5.1%	35.0% 35.9%	
Misti-Dade County Responsibility	1.53	1.70	1,51	1.63	V48	V스B	473	35.5%	
		<u> </u>	PY10/11	<u>" . " '</u>	4 4 W 1 W 1	TO SHERE "	1 1 2 2		
PLESE AIM	91	- ee :	<u> </u>	. O4	FY Score	nom prior Fs' acces	ton base FY		
Overall Cify Score	1,63	1.50	1.59	0.49	1.60	-11.1%	-23,6%	t	•
Streets	1.59	1.60	1.92	128	1.66	-5.1%	-18.7%	1	
Not including alleys	1.54	1.51	1.76	0.88	1.54	-7.2%	-20.6%	1	
Commercial - Entertainment	_	1,54	1.74	(4.50)	1.55	-8.2%	-20.5%	1	
- Commercial - Non-Entertainment		1697	1.58	0.28	1.57	~3.6%	-14.2%.	1	,
Residental	1.59	1.51	1.67	1,27	1.51	-6,4%	-24.5%	1	•
Alleys	1.71	1.89	一数的	1.75	1.89	-5.0%	-27.3%	1	
Sidewalts	1.63	1.56	1.75	(1,2)	1.63	-6.2%	-20.856	1	*
Commercial – Entertainment	1.63	1.69	1.50	(1.69)	1.54	-7.3%	-19.6%	1	
Commercial - Non-Enterta niment	1.64	1.59	1.95	0€ s	1.63	-7.5%	-15.4%	1	
. Residential	1.79	1.71	" <i>4</i> 56	(12.5	1.59	-7.0%	-25.7%]	
Parks	UÆ9	U 848	°&8	(LEE)	1189	-11.4%	-26.9%	}	•
Parking	1.72	2.02	四位 2.35 回 数	11/459	1.81	-9.5%	-18.1%]	•
Waterway	1.76	1.39	1.53	1.83	1.70	-19.4%	-34.3%		
Beson Areas]	
Marti Beach Responsibility Only	1.52	948	Ӯ	LE)Y	949	-10.0%	-22.7%		
Matri-Dade County Responsibility	1.54	148	1.52	(Sea	149	-5.2%	-23.3%]	
	T ·	. , !	PERMIT	7.	Y 15				
							A manage	ton sare	
Public Area	≎	~	Cas	. 34	FV Score	trees price Co	s change in prior FY Co	GLEST PT 13	
Overall City Score	1.64	1.63	1.55	1.53	1.59	-1.3%	2.7%	-24,6%	
Sirests	1,64	/ 1.59	1.51	LEF	1.55	-2.5%	9.0%	-30.1%	-
Not including alleys		949	°.23	1,69	04 8	0.0%	2.5%	-19.5%	⊣ .
Compercial - Entertainment	1	983	• •	(128)	125	3.7%	,-1,4%	-22.1%	-
Commercial – Non-Enterta niment		1.51	- 2	125	188	-1.3%	B.1%	-15.0%	-
Residents		U45	,ee	(1295)	१८९	-6.7%	9 4%	-20,1%	7
Aleys		1.93	1.92	1.67	1.54	-8.2%	4.6%	-32.9%	٦ .
Sidewalks	0.43	1.53	%2€	1,49	048	0.0%	-3.7%	-23.5%	- • • •
Commercial – Entertainment		1.27	7,25	(1,25)	149	3.0%	-3.5%	25.8%	
Commercial - Non-Enterta niment		1.60	1.58	1.61	1.57	1.5%	\$1.8%	-10.1%	7
Resident a	TEES -	IJĕ≌	″æts	0.28	१ ८७	-8.C%	3.0%	-24.6%	 , .
Parks	TIES.	गस्ध	* <u>7</u> _E	(1,48)	145	0.7%	2.9%	-29.9%	٠,
Parking	1.71	1.91	1.50	1.77	1.75	10.6%	19.6%	-11.5%	7
Waterway	2 25 pm		1.91	1.74	1.96	-8.9%	-3.3%	-31.2%	
Beach Areas									
· Marti Beach Responsibility Only	(2)	∄ ∄	°#9	1958	1 88	:5.6%	-1.5%	-29.3%	
Marti-Dade County Responsibility	1.55	989	°₽8	(AB)	049	5.9%	-3.7%	-25.7%	

MIAMIBEACH

						tyttes o					
Public Area			21		3 2		.1 .,	. (64)		FY Score	
ftywide		. 563		15.00 mg/s		5524	10000	79.59	(reads	65156	
troets	i i	. 63€	X DECEMBER 1	75.21	К	63.94	ALC: NO.	21,85		建的方	
	Commercial - Entertainment			84.19	h	47.59	THE STATE OF	746	TAXABLE IN	67,594	
Commercial - Non-Entertainmen				(42)		82.4%		B /19 43		82.3%	
	L	55.9		54.5%		65:29	I=	85.19		73.56	
	Alleys			20.0						€1:36	
<u>dewarts</u>	<u> </u>	(-2.1		48 A		35.4		79.39		(66 19 5)	
		59:	3) ()			· · · · · · · · · · · · · · · · · · ·	SALVANDO PORTO NO.	715		62(6)(6	
Co	:mmercial - Non-Entertainment	100 miles		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		79.59	2	57.45		ونطون	
	Residential		23	78.1	ři.	# E2119		92.25	4 5	66539	
arks	i i	A CHARLES	: mesessa	38.5	%	10 E)	338		(6.5%)	
asking		-5.C	.5	1,59,5	· management		Value and in	× (.59,0)	Transmitt M	6343	
e in many	· ·	age of the contract of the con		83.7		MC PARTY PARTY				- 5h	
each Areas	- H		ALCOHOLD STREET		·	All the second s	ACCOUNT NAME OF THE PARTY OF	he are	THE PERSON NAMED IN		
								78.59	t lun	and a second of the second	
	Mismi Beach Responsibility Only		o de contractor de la c	52.5%		Mark Establishment					
Mismi-Dade County Responsibility		75.3%		78.4%		9382		77.2%		一个	
		FYDE	V25	FYCM	10						
	Public Area	Frs	· · · · · · · · · · · · · · · · · · ·	FY Sec							
threation	PODIO ALBO	B1.5%		79.4%							
	}	87.1%		56.4%						•	
treets	,,					4					
_	Commercial - Entertainment	58.1		87.8							
Cc	mmercial - Non-Entertainment	94.6		47.3							
	Residential	57.1		82.5							
	Alleys	574	"HE SERVED	FF FF 55.0	2	•				•	
kievalks	·	55.	24	ãE.9	#		•				
	Commercial - Entertainment	98.0	514	81,4	*						
Cc	mmercial - Non-Entertainment	78	394	51,4						t	
	Residential	93.3		79.6					,		
	Agade ala	94.		89.1							
arks.	ļ										
<u>zekino</u>			94 200								
<u>Veterway</u>	l	74		VA 10	DEPENDENCE OF THE PERSON OF TH						
leach Area	<u>ıc</u>										
. 20	Nami Beach Responsibility Only	54.	1 14	67.3	₩						
Min	smi-Dade County Responsibility	55.8%		19.7%		*					
				4945454		·			1		
			,	1710011		1	Atternes	14 Swence	i		
	Public Area	- Cri	922	22	C4 .	FY Score	tes es petor	from take			
Sitywide		89.5%	54.3%	78.5%	E0.656	55.5%	12.156	20.3%	-		
				79.5%		·	15.1%	18.8%	-		
treets		8489	8/1949	•	6546°	6639			ļ		
	Commercial – Enterialisment	5000	ಡಚಿತ	79.8%	3535%	6589	13.7%	231.0%	j		
Co	ommercial - Non-Entertainment	85.85	8/15/2	75.8%	84849	59. 3 %	15.8%	8.7%	· .		
	Residential	ಕ ಇಡ	85.49	93.7%	80860	E88	12.8%	17.4%	1		
	Atleys	82.9%	551565	58:45 188	80.8%	745%	12.4%	32.6%	1		
klowatko	Ť.	89.3%	85.3%	79.0%	92.JF3	56.7%	14,156	20.0%	1	٠.	
	Commercial - Entertainment	8"15'3	54.6%	75.0%	9 8893	56.1%	16.656	22.6%	1		
	,					56.5%	18,7%	15.0%	4		
Œ	cmmercial - Non-Entertainment		88392	25.50	81.84				į.		
	Residential	83.7%	52.7%	97.E%	8788	86.5%	7.0%	20.4%	4		
arks		9565	8418%	88 %	#55%	\$51,758	8.1%	28.1%]		
arking		E1.4%	071279	(3.5%)	89,4%	78.0%	16.8%	21.6%	· .		
Materway		78.9%	57.1%	88.5%	81.6%	\$3.9%	-7.5%	28.4%	1		
Beach Area	<u> </u>					• • • • • • • • • • • • • • • • • • • •		•	1		
	Sami Beach Responsibility Only	531566	88.68	68.88	81.0%	89.50	-11.3%	17.1%	1		
	anti-Dade County Responsibility		8338	88.3%	80,8%	89.5%	3.6%	22.0%	1		
18.8	and process or and the provinciality				0.00	_ ~~~			1		
		1		1711112	· · · · · · · · · · · · · · · · · · ·	/ Y]	3 %, 24			1	
	Public Ares	OI.	92	C2	C4	FY Score	United States	Chiterence tress prior	Toro base	1	
	- Marchael	l		1	CH ₂ (· C:37	FYOT	\$1 CET	1	
livelde		86.5%	84.3%	\$9.1%	50.543	57.5%	1.0%	0.4%	15.5%]	
treats		89.0%	56.495	5.5040	5536	8,9%	1.6%	-0.8%	9.5%	I	
-	Commercial - Entertainment	88.3%	39.8%	8884	১৮৪৮৪	8253	-0.2%	2.6%	21.0%	1	
C.	ommercial – Non-Entertainment		88.3%	89.6%	E84	89.5%	3.3%	-1.7%	-5.0%	1 .	
~	Residentia'	కి ఊ	88.69	88 "83	6,853	SEU189	1.4%	-2.0%	8.4%	1	
,	Alleys			51.8%	87.1%	75.5%	5.5%	8.5%	3-07.87-A	1	
	Atteys		331,30	39			,	1	14.1%	1	
idewalks		కా కాం	68.4%	51(4G	9966	కాతా	1.8%	0.3%		1	
	Commercial - Entertainment		57.3%	55 2 6	255-53	35.65%	-D.6%	8.170	24.0%	1	
C	ommercial – Non-Entertainment	89.7%	88.9%	57.3%	99.5%	88.4%	2.8%	-2.2%	2.2%	1 .	
	Residential	<u> </u>	8,098	8082	57843	855643	3.5%	0.0%	12.6%	1	
Parks.	,	99.8%	198,695	58.045	53.83	993,143	2.7%	-0.7%	20.7%	1	
Parking		84.7%	75.5%	87.3%	95.7%	83.3%	-1.6%	-3.7%	18.7%	1	
					82.2%	74:3%	4.8%	1.2%	25.4%	1	
Waterway		書 で元次回	27.2 CS1	31 47 4 TE	02.270	「日本の こうか 方面	070	1.279		-	
Beach Area						<u> </u>		TT - 48 427	1 48 200	1 .	
	Liami Beach Responsibility Only	36263	FEERS	E3-43	B-2-49	6449	11_5/7/4	16.7%	19.2%	1	
	ami-Dade County Responsibility	87.7%	88.6%	6388	\$3.149	65.50	-0.8%	4.8%	18.9%	4	

Cleanliness Key Intended Outcome

Cleanliness was identified in our community surveys as a key driver affecting overall quality of life. In addition, in the 2012 survey, residents and businesses rated cleanliness as the number one service the City should strive not to reduce. The City has implemented increases in service levels and community satisfaction levels have improved. Overall scores have improved by 24.6% from FY2005/06 to FY2011/12.

Next Quarter Assessments

City employees and Neighborhood Leadership Academy alumni and students are conducting cleanliness assessments every quarter. If you or any member of your staff is interested in participating in the City's Public Area Cleanliness Program, please contact Dr. Leslie Rosenfeld with the Office of Budget and Performance Improvement Organizational Development Division at extension 6923.

If you have any further questions, please feel free to contact me.

KGB/LDR